

The Centre (Exeter) - 'Friends and Family Test' - Jun-15 to Jul-15

We would like you to think about your recent experiences of our service. How likely are you to recommend our service to friends and family if they needed similar care or treatment? Response options: Extremely likely, Likely, Neither likely nor unlikely, Unlikely, Extremely unlikely, Don't know.

Quantitative Results

The Friends and Family Test (FFT) score is calculated as outlined in the NHS England guidance.

The calculation is as follows:

'Would recommend' percentage is calculated as follows:

$$\frac{\text{Extremely likely} + \text{Likely}}{\text{Extremely likely} + \text{Likely} + \text{Neither likely nor unlikely} + \text{Unlikely} + \text{Extremely unlikely} + \text{Don't know}} \times 100$$

'Would not recommend' percentage is calculated as follows:

$$\frac{\text{Extremely unlikely} + \text{unlikely}}{\text{Extremely likely} + \text{Likely} + \text{Neither likely nor unlikely} + \text{Unlikely} + \text{Extremely unlikely} + \text{Don't know}} \times 100$$

The Trust's target score is 75%.

Month	Responses	Would recommend	Would not recommend	Neither likely nor unlikely to recommend / Don't know
	No.	%	%	%
Jun-15	99	99.0	0.0	1.0
Jul-15	130	100.0	0.0	0.0

Qualitative Feedback - The Centre (Exeter) - Jun-15

	Month	'Friends and Family Test' Response	Please can you tell us the main reason for the response you have given?	Have you any suggestions for ways we can improve the service you have received?	Gender	Age	Ethnicity	Please tick this box if you DO NOT wish your anonymised comments to be made public.
1	Jun	Extremely likely	Great, fast service.		Female	26-35	White British	No tick
2	Jun	Extremely likely	Helpful if scared to go to GP + convenient as in Exeter.					No tick
3	Jun	Extremely likely	Friendly.		Female			No tick
4	Jun	Extremely likely	Helpful, friendly staff.		Female	26-35	White British	No tick
5	Jun	Extremely likely	Very helpful, kind and understanding.	No.	Female	16-25	White British	No tick
6	Jun	Extremely likely	Quick, efficient, friendly staff: v. welcoming.	N/A.	Female	16-25	White British	No tick
7	Jun	Extremely likely	Very friendly and competent service.		Female	16-25	Other ethnic group	No tick
8	Jun	Extremely likely	Handled with sensitivity and care! Staff friendly + concerned. Extremely supportive, thank you.	No.	Female	16-25	White British	No tick
9	Jun	Extremely likely	My nurse T. was so helpful and supportive and really took the time to deal with my issues - above and beyond the call of duty.			46-55	White British	No tick
10	Jun	Extremely likely	Very kind and friendly while remaining professional. Non-		Female	16-25	White British	No tick

			judgemental way of reminding me of sexual health screening, free condoms etc. Thank you.					
11	Jun	Extremely likely	Your great.	Less waiting time?	Female	16-25	White British	No tick
12	Jun	Extremely likely	Very pleased.	No, v. good.	Female	26-35	White British	No tick
13	Jun	Extremely likely	The nurse was very friendly and understanding.					No tick
14	Jun	Extremely likely	Very helpful staff and friendly.					No tick
15	Jun	Extremely likely	Very friendly. Great advice, walked away a happy client, thanks.	No.	Female	16-25	White British	No tick
16	Jun	Extremely likely	F. is lovely, amazing nurse, made me feel comfortable, very happy - thanks.	No!		16-25	White British	No tick
17	Jun	Extremely likely	Very good, friendly, professional, prompt treatment.		Female	36-45	White British	No tick
18	Jun	Extremely likely	Friendly staff.		Female	26-35	White British	No tick
19	Jun	Extremely likely	A. - she has really cleared a lot up for me and my partner and has helped me a lot today. Thank you.	No.	Female	16-25	White British	No tick
20	Jun	Extremely likely			Female	46-55	White British	I DO NOT wish my anonymised comments to be made public
21	Jun	Extremely likely	Because I feel like it's a safe place and the staff are very understanding.	To do blood tests the same time as other test.	Female	26-35	White British	No tick

22	Jun	Extremely likely	Booked appointment - went in on time. All very friendly and knowledgeable.	No.	Male	26-35	White British	No tick
23	Jun	Extremely likely	Good service, feel happy to talk to all members of staff.	No.	Female	16-25	White British	No tick
24	Jun	Extremely likely	Waiting room was a bit daunting but staff really put me at my ease which was very welcomed.		Female	46-55	White British	No tick
25	Jun	Extremely likely	I was extremely well looked after. I was treated with kindness and respect at an awkward time for me.		Male	36-45	White British	No tick
26	Jun	Extremely likely						No tick
27	Jun	Extremely likely	Nurse was so nice and extremely knowledgeable and helpful. I am so glad my doctor referred me. I feel confident and safe after seeing her.	Signage at street level and in the main floor foyer - saying family planning clinic etc.	Female	36-45	Other ethnic group	No tick
28	Jun	Extremely likely	Staff are very friendly and approachable. Helpful and patient too. Always help with questions.	None.	Male	36-45	White British	No tick
29	Jun	Extremely likely	The nurse was very kind, supportive. Put me at ease.		Female	26-35	White British	No tick
30	Jun	Extremely likely	Did not feel judged with sexual past experiences and was given fantastic advice and information on STIs.	No, everything smoothly.	Male	26-35	Other ethnic group	No tick
31	Jun	Extremely likely	Friendly, non-judgemental		Female	16-25	Mixed /	No tick

			service.				Multiple ethnic groups	
32	Jun	Extremely likely			Male	16-25		I DO NOT wish my anonymised comments to be made public
33	Jun	Extremely likely			Male	16-25	White British	I DO NOT wish my anonymised comments to be made public
34	Jun	Extremely likely	Excellent, personable service.		Female	36-45	White British	No tick
35	Jun	Extremely likely	Great, personal, friendly, professional service.	Don't waste NHS money on stupid feedback forms. Sorry xx	Male	36-45	White British	No tick
36	Jun	Extremely likely	The lady was very helpful and polite. Made it all very easy.					No tick
37	Jun	Extremely likely	Nurse / doctor extremely friendly. V. talented at not being awkward while unblocking penis!					No tick
38	Jun	Extremely likely	The process is scary but the staff here create a very relaxed friendly environment. Doesn't feel judgemental. Staff are approachable and easy to talk to about such personal matters. Would highly recommend.		Female	16-25	White British	No tick
39	Jun	Extremely likely	Because everyone should take responsibility for their sexual health.	Confidentiality at reception - repeating address, DOB, first name,	Female	36-45		No tick

				is not very confidential. First visit I felt strangely judged about my adult responsibility lifestyle choices by the consultant + 3 swabs were taken by 3 staff? (I can do these) Felt further uncomfortable / + I am not shy.				
40	Jun	Extremely likely	D. has been great. Really looked after me. Treated me lovely.		Male	16-25	White British	No tick
41	Jun	Extremely likely	Excellent + free!		Female	46-55	White British	No tick
42	Jun	Extremely likely	Rapid appointment booked, good care. Always great service.					No tick
43	Jun	Extremely likely	Very quick + efficient service.	No.	Female	16-25	White British	No tick
44	Jun	Extremely likely	Very friendly and non-judgemental.					No tick
45	Jun	Extremely likely			Female	16-25	White British	I DO NOT wish my anonymised comments to be made public
46	Jun	Extremely likely	Extremely helpful and understanding.	N/A.		16-25	White British	No tick
47	Jun	Extremely likely	I got the contraception implant and the nurse was very nice and lovely.		Female	16-25	Other ethnic group	No tick
48	Jun	Extremely likely		I cannot think of any way you could change. Kind and caring. Thank you.	Female	36-45	White British	No tick

49	Jun	Extremely likely	Was really friendly.	Some nurses are judgey.		16-25	White British	No tick
50	Jun	Extremely likely						No tick
51	Jun	Extremely likely	Well informed advice, easy for myself to travel to.	Nope.	Female	16-25	White British	No tick
52	Jun	Extremely likely	Friendly doctors, knowledgeable, easy to get appointment.		Female	16-25	White British	No tick
53	Jun	Extremely likely			Female	26-35	Other ethnic group	No tick
54	Jun	Extremely likely	Ease + friendliness.	N/A.	Female	26-35	White British	No tick
55	Jun	Extremely likely	Very friendly, saw me really fast, full of knowledge + advice + were very reassuring + non-judgemental.	None!		26-35	White British	No tick
56	Jun	Extremely likely	They made me feel really comfortable + not embarrassed at all. Thank you.					No tick
57	Jun	Extremely likely	Friendly staff who explain the procedure and make you feel calm + relaxed.		Female	26-35	White British	No tick
58	Jun	Extremely likely	Good privacy. Nurses and staff always nice and polite. I never waited for a long time. The property is clean.	To be open late at least 1 evening per week at least until 7pm for people who work will be very helpful.	Female	26-35	Other ethnic group	No tick
59	Jun	Extremely likely	All staff I have seen are very knowledgeable and helpful.		Female	26-35	White British	No tick

60	Jun	Extremely likely	I always find the service very good here and everyone here is very helpful.		Female	26-35	White British	No tick
61	Jun	Extremely likely	Everyone is lovely and helpful.					No tick
62	Jun	Extremely likely	Friendly, helpful staff. Felt very comfortable.	N/A.	Female	16-25	White British	No tick
63	Jun	Extremely likely						No tick
64	Jun	Extremely likely	Very informative and helpful advice.		Female	16-25	White British	No tick
65	Jun	Extremely likely	Both doctor + helper extremely friendly.					No tick
66	Jun	Extremely likely	Very friendly and knowledgeable staff, feel very welcome and in trustworthy place. Even when I was a bit late.					No tick
67	Jun	Extremely likely	Very friendly & helpful.		Female	16-25	White British	No tick
68	Jun	Extremely likely	Very informative, friendly.	N/A.	Female	26-35	White British	No tick
69	Jun	Extremely likely	Very helpful, informative + unrushed consultation.		Female	26-35	White British	No tick
70	Jun	Extremely likely	Fabulous, friendly, informative doctor. Excellent social skills!	Telephone receptionist was a little brusque & offered no explanation as to why coil could not be removed as requested on first appointment (I now know the reason)!	Female	46-55	White British	No tick
71	Jun	Extremely likely	Polite, friendly, honest, helpful.	No.	Female	26-35	White British	No tick

72	Jun	Extremely likely	Very friendly staff. Small procedure involving needles. But staff ensured I had a calm environment.		Female	26-35	White British	No tick
73	Jun	Extremely likely	Helpful, friendly, reassuring.		Female	16-25	White British	No tick
74	Jun	Extremely likely	Excellent service. Dr J.B. and K. were amazing! Made me feel so relaxed, very happy.	N/A.	Female	26-35	Other ethnic group	No tick
75	Jun	Extremely likely	Relatively quick and painless.					No tick
76	Jun	Extremely likely	Very helpful and friendly.					No tick
77	Jun	Extremely likely	Excellent services, care understanding and treatment, friendly and easy accessible.	Keep up the great work.	Female	36-45	White British	No tick
78	Jun	Extremely likely	Fantastic kind care, I would never have felt as comfortable if I had to sit in my GP surgery - it is a very, very valuable service.	No.	Female	36-45	White British	No tick
79	Jun	Extremely likely	Very professional service, friendly team.	No.	Female	36-45	White British	No tick
80	Jun	Extremely likely			Male	26-35	White British	No tick
81	Jun	Extremely likely			Male	26-35	White British	No tick
82	Jun	Extremely likely	Quick, friendly, direct, understanding. NB: Good to see an active mentoring programme in place.	N/A.	Male	16-25	White British	No tick
83	Jun	Extremely likely	Very friendly nurse.	Improve the time taken	Female	16-25	White	No tick

				to be seen.			British	
84	Jun	Extremely likely	Very nice and friendly, got the service and help I needed and it's close to the office.		Female	26-35	White British	No tick
85	Jun	Extremely likely	Professional, compassionate and non-judgemental treatment but above all completely necessary. Thanks to all staff.		Male	36-45	White British	No tick
86	Jun	Extremely likely	Non-judgemental professional service. Thank you.					No tick
87	Jun	Extremely likely	E. made me feel extremely comfortable upon my visit. I often feel judged having to attend sexual health clinics but was made to feel really comfortable and dealt with really friendly + helpful. 10/10.		Female	16-25	White British	No tick
88	Jun	Likely			Female	16-25	White British	I DO NOT wish my anonymised comments to be made public
89	Jun	Likely			Female		White British	I DO NOT wish my anonymised comments to be made public
90	Jun	Likely			Male	16-25	Other ethnic group	No tick
91	Jun	Likely			Male	16-25	White British	I DO NOT wish my anonymised comments

								to be made public
92	Jun	Likely	V. nice doctors / nurses. Felt v. comfortable.		Female	16-25	Mixed / Multiple ethnic groups	No tick
93	Jun	Likely	Prompt efficient + friendly service.		Female	26-35	White British	No tick
94	Jun	Likely	Very kind staff and good service and attention to the patient.					No tick
95	Jun	Likely	The doctors are nice, comforting and knowledgeable - but having to wait an hour when most others didn't was disgusting!	Add other etc. to your gender options. Use last names as well to avoid confusion. I had to wait almost an hour to be seen. People who were arriving after me were seen before me.	Female	16-25	White British	No tick
96	Jun	Likely			Female	16-25	White British	No tick
97	Jun	Likely	Always available.	N/A.	Female	16-25	White British	No tick
98	Jun	Likely	Very quick service, friendly and secure.		Female	16-25	Asian / Asian British	No tick
99	Jun	Neither likely nor unlikely			Male	16-25	White British	I DO NOT wish my anonymised comments to be made public

Qualitative Feedback - The Centre (Exeter) - Jul-15

	Month	'Friends and Family Test' Response	Please can you tell us the main reason for the response you have given?	Have you any suggestions for ways we can improve the service you have received?	Gender	Age	Ethnicity	Please tick this box if you DO NOT wish your anonymised comments to be made public.
1	Jul	Extremely likely						No tick
2	Jul	Extremely likely	Excellent service - have used the service for previous smears and IUDs, would always attend here rather than GP & have encouraged my daughter to do the same. A big thank you to Dr C.		Female	46-55	White British	No tick
3	Jul	Extremely likely	I went in on time for my appointment, the doctor and nurse both professional, friendly and well-mannered.		Female	36-45	White British	No tick
4	Jul	Extremely likely	Quick, easy appointment. Very pleasant, friendly staff.					No tick
5	Jul	Extremely likely	Always friendly + helpful service. Good knowledge + advice.	Doctor appointment at weekends.	Female	26-35	White British	No tick
6	Jul	Extremely likely	Lovely service. Always very helpful, thank you.		Female	26-35	White British	No tick
7	Jul	Extremely likely	Excellent, individualised care. Empathetic treatment.		Female	46-55	White British	No tick
8	Jul	Extremely likely	I was very happy with my service, the nurse I was					No tick

			with was very lovely and both ladies helped and reassured me and let me know it was all okay.					
9	Jul	Extremely likely	Not a long wait for appointment, very friendly staff.		Female	16-25	White British	No tick
10	Jul	Extremely likely	Very quick service.		Female	16-25	White British	No tick
11	Jul	Extremely likely	Really polite staff + nurse I met with, very understanding.	No.	Female	16-25	White British	No tick
12	Jul	Extremely likely	Very chatty and friendly. Very nice ladies.	No.	Female	16-25	White British	No tick
13	Jul	Extremely likely	The nurse P. was really nice, friendly and professional. Thanks!	More appts! I have to come back in a week!	Female	36-45	White British	No tick
14	Jul	Extremely likely	Very kind nurse & VERY helpful!		Female	16-25	White British	No tick
15	Jul	Extremely likely	Very helpful and caring and felt very happy with service provided.		Female	46-55	White British	No tick
16	Jul	Extremely likely	Professional, personable service. V. impressed by staff and the service they provide.		Female	36-45	White British	No tick
17	Jul	Extremely likely	Nurses are friendly, informative and professional.	No, I can't think of anything to improve!	Female	16-25	White British	No tick
18	Jul	Extremely likely	Coil fitted by a nurse. I am extremely happy as the nurse put me at ease and I was able to get an	None - service was great.	Female	26-35	White British	No tick

			appointment within 24 hours.					
19	Jul	Extremely likely	Very open and honest nurse with a great persona that put me right at ease. Please keep it going.		Female		White British	No tick
20	Jul	Extremely likely	I always have a very good service, all staff are helpful and make you feel very relaxed.	Not really.	Female	36-45	White British	No tick
21	Jul	Extremely likely	Fantastic advice and very kind doctors. Time keeping for appt. very good.		Female	36-45	White British	No tick
22	Jul	Extremely likely	I have been treated with the utmost care & compassion throughout my procedure which was difficult. The Dr + GP I saw were brilliant & I cannot fault the care I received. Thank you.		Female	36-45	White British	No tick
23	Jul	Extremely likely	Really warm & excellent, professional service, well done!		Female	36-45	Asian / Asian British	No tick
24	Jul	Extremely likely	Friendly nurse, reassuring & easy implant removal.					No tick
25	Jul	Extremely likely			Female	16-25	White British	I DO NOT wish my anonymised comments to be made public
26	Jul	Extremely likely	Very helpful and friendly. Really put myself at ease – follow-up care was great, too!	Keep on smiling.	Female	26-35	White British	No tick

27	Jul	Extremely likely	The doctor & nurse (C.) were amazing. Thank you.		Female	36-45	White British	No tick
28	Jul	Extremely likely	Very friendly staff that put me at ease when receiving treatment.		Female	16-25	White British	No tick
29	Jul	Extremely likely	I thought this would be well awful, hence not coming here for years. But nice people have comforted me.		Male	16-25	White British	No tick
30	Jul	Extremely likely	Very supportive staff and good advice given to both me and my girlfriend.					No tick
31	Jul	Extremely likely	It's a very handy health resource to have. To lose it would mean yet more waiting around in A&E.	Open longer in the evenings & at weekends. Some of us work during the week.	Male	46-55	White British	No tick
32	Jul	Extremely likely	Easy to book, helpful, friendly, readily available appointments. Really great staff and services.		Male	26-35	White British	No tick
33	Jul	Extremely likely	Very helpful.	N/A.	Male	16-25	White British	No tick
34	Jul	Extremely likely	Very friendly. Don't judge.	Waiting times. I was 25mins late.	Male	26-35	White British	No tick
35	Jul	Extremely likely	Helpful nurses and advice given.		Female	26-35	White British	No tick
36	Jul	Extremely likely	Very friendly and comforting.					No tick
37	Jul	Extremely likely	Very thorough, pleasant, informative and empathetic.	Appointments to avoid wait times.	Female	26-35	White British	No tick
38	Jul	Extremely likely			Male	26-35	White	I DO NOT wish my

							British	anonymised comments to be made public
39	Jul	Extremely likely	T. (the nurse who looked after me) was very friendly, professional and informative.		Female	26-35	White British	No tick
40	Jul	Extremely likely	Friendly + positive. Did best to fit in at short notice.	No.	Female	16-25	White British	No tick
41	Jul	Extremely likely	Very gentle, kind approach made me feel in safe hands which to a nervous person like myself means a lot.	No.	Female	46-55	White British	No tick
42	Jul	Extremely likely	The doctor I saw was able to answer all my questions, was very kind and clear!	Air-con?!	Female	26-35	White British	No tick
43	Jul	Extremely likely	Very helpful and quick service.					No tick
44	Jul	Extremely likely	Friendly staff - feel at ease!		Female	26-35	White British	No tick
45	Jul	Extremely likely	I found the service extremely helpful.					No tick
46	Jul	Extremely likely	Great with children and patient and helpful.		Female	16-25	White British	No tick
47	Jul	Extremely likely	Excellent service, excellent friendly, helpful staff.		Female	26-35	White British	No tick
48	Jul	Extremely likely	Because the care here is wonderful. Very sensibly treated and never made to feel silly no matter what the problem. Lovely nurses and a swift service.	No.	Female	36-45	White British	No tick
49	Jul	Extremely likely	Knowledge of staff. Availability of	No.	Female	36-45	White British	No tick

			appointments.					
50	Jul	Extremely likely	Well presented. Professional staff.		Male	26-35	White British	No tick
51	Jul	Extremely likely	Friendly & straightforward.	No.	Female	16-25	White British	No tick
52	Jul	Extremely likely	Fast and friendly service, thank you.		Female	16-25	White British	No tick
53	Jul	Extremely likely	Nurse was very friendly and explained everything to me well. Made me feel relaxed.		Female	26-35	White British	No tick
54	Jul	Extremely likely	Everybody here is so friendly and knowledgeable. I feel very comfortable here and really appreciate how smiley and approachable everyone is. Thank you.		Female	16-25	White British	No tick
55	Jul	Extremely likely	Staff always friendly and helpful.	None - excellent service.	Female	16-25	White British	No tick
56	Jul	Extremely likely	Staff always really friendly + efficient.	Nope - really good.	Female	16-25	White British	No tick
57	Jul	Extremely likely	Always quick and easy service. Staff always helpful.		Female	16-25	White British	No tick
58	Jul	Extremely likely	Useful, helpful & quick.	No.	Female	16-25	White British	No tick
59	Jul	Extremely likely	Helpful, friendly, efficient.	Waiting time.	Female	16-25	White British	No tick
60	Jul	Extremely likely	Lovely, very helpful and friendly.		Female	16-25	Black / African / Caribbean / Black	No tick

							British	
61	Jul	Extremely likely	Excellent, friendly service. Not very long waiting time.	No.		16-25	White British	No tick
62	Jul	Extremely likely	Very helpful + friendly.		Female	16-25	White British	No tick
63	Jul	Extremely likely	Friendly, professional, quick!		Female	26-35	White British	No tick
64	Jul	Extremely likely	Very quick & friendly service. Full explanation given & all options fully explained.		Female	36-45	White British	No tick
65	Jul	Extremely likely	So friendly, welcoming always have time for you. Take time to explain things properly.					No tick
66	Jul	Extremely likely	Efficient, quick and provided clear advice.					No tick
67	Jul	Extremely likely	Everyone I have met has been very easy to talk to & simply matter of fact.		Male	46-55	White British	No tick
68	Jul	Extremely likely	Very friendly and professional.					No tick
69	Jul	Extremely likely	Professional, quick, friendly. Felt looked after in good hands. Emphasis on confidentiality and no judgements. Wonderful staff.		Female	16-25	White British	No tick
70	Jul	Extremely likely	My partner to get tested as well.		Female	16-25	White British	No tick
71	Jul	Extremely likely	Extremely good service and all questions or queries were answered. I felt	A little more smiles at reception would have been nice.	Male	16-25	White British	No tick

			looked after and in good hands.					
72	Jul	Extremely likely	Very helpful & genuine staff.		Male	16-25	White British	No tick
73	Jul	Extremely likely	Clinic was low key + staff were friendly. A. was very professional, friendly, informative + most of all non-judgemental. I felt relaxed throughout!!		Male	36-45	White British	No tick
74	Jul	Extremely likely	Friendly service.	Book appt. online.	Male	26-35	White British	No tick
75	Jul	Extremely likely	Staff were very friendly and polite also informative and empathetic.					No tick
76	Jul	Extremely likely	V. helpful nurse, clear & conscientious in info. provided & questions asked. Made me feel at ease.					No tick
77	Jul	Extremely likely	Really lovely, made me feel really comfortable.					No tick
78	Jul	Extremely likely	Very friendly, didn't feel embarrassed.					No tick
79	Jul	Extremely likely						No tick
80	Jul	Extremely likely	Really fast and polite.		Male	26-35	Black / African / Caribbean / Black British	No tick
81	Jul	Extremely likely	Efficiency. Friendliness. Comfortable.		Male	16-25	Mixed / Multiple ethnic	No tick

							groups	
82	Jul	Extremely likely	Always very helpful and friendly!		Female	26-35	White British	No tick
83	Jul	Extremely likely	Very friendly staff, make you feel so relaxed and at ease.	None.	Female	26-35	White British	No tick
84	Jul	Extremely likely	Very efficient, thoughtful and direct.		Female	36-45	White British	No tick
85	Jul	Extremely likely	Friendly, informative, helpful & efficient.	None.	Female	26-35	White British	No tick
86	Jul	Extremely likely	Felt very cared for - fantastic information and made to feel at ease.		Female	46-55	White British	No tick
87	Jul	Extremely likely	Really friendly.	No!	Female	26-35	White British	No tick
88	Jul	Extremely likely	Very helpful / informative. Non-judgemental. Didn't have to wait long, thorough.					No tick
89	Jul	Extremely likely	Have been coming here for years and have always received a very friendly, professional + confidential service.		Female	36-45	White British	No tick
90	Jul	Extremely likely	Very helpful & sensitive & timely.		Female	26-35	White British	No tick
91	Jul	Extremely likely	I felt very comfortable.					No tick
92	Jul	Extremely likely			Female	36-45	White British	I DO NOT wish my anonymised comments to be made public
93	Jul	Extremely likely	Great service!			26-35	White British	No tick
94	Jul	Extremely likely	Friendly & efficient service.		Female	46-55	White	No tick

							British	
95	Jul	Extremely likely	Both nurses extremely helpful and calmed me down.		Female	16-25	White British	No tick
96	Jul	Extremely likely	Superbly efficient + friendly. Thank you!	Keep doing what you're doing.	Male	36-45	White British	No tick
97	Jul	Extremely likely	I have been 3 times now regards my implants, I can honestly say every time all the staff have been fantastic and given me more information than expected. Thank you all.	You're all fantastic. x	Female	26-35	White British	No tick
98	Jul	Extremely likely	Didn't have to wait too long, efficient and friendly service didn't feel uncomfortable.		Female	16-25	White British	No tick
99	Jul	Extremely likely		No.	Female	16-25	White British	No tick
100	Jul	Extremely likely	Thought the customer service was really good and very helpful.	No.	Female	16-25	White British	No tick
101	Jul	Extremely likely	My doctor was very pleasant, informative + gave me very valuable advice. She reassured me + did a cervical screening test that I have been avoiding for over 2 years! Thank you.	n/a.	Female	26-35	Black / African / Caribbean / Black British	No tick
102	Jul	Extremely likely			Male	46-55	White British	No tick
103	Jul	Extremely likely	Totally unbiased	None.	Male		White	No tick

			information by doctor & T.				British	
104	Jul	Extremely likely	Very friendly staff, put's you at ease, and do not judge. A+++		Male	26-35	White British	No tick
105	Jul	Extremely likely	Doctor very friendly, approachable & made me feel at ease.	Waiting time.	Female	16-25	White British	No tick
106	Jul	Extremely likely	Efficient + friendly. Put me at ease straightaway. Clear and concise info / advice, no judgement from any of staff, sorted issue, many thanks.		Male	26-35	White British	No tick
107	Jul	Extremely likely	I have been very anxious over the last few weeks and both B. and L. were extremely helpful and put my mind at ease. While it is uncomfortable to come to the clinic, I know I will be well taken care of.		Female	16-25	Other ethnic group	No tick
108	Jul	Extremely likely	Such lovely non-judgemental, wise & gentle staff!! Convenient location, love the walk-in.					No tick
109	Jul	Extremely likely	High risk sex + suspected thrush.	Join up the services if booked so it does not take 1.5 hours.	Male	46-55	White British	No tick
110	Jul	Extremely likely	Caring staff, quick and efficient. The staff informs you very well and makes you feel at ease. Service is much better and efficient	No - everything was great!	Female	16-25	Mixed / Multiple ethnic groups	No tick

			than in my home country France.					
111	Jul	Extremely likely	Very efficient + friendly service.	No.	Female	16-25	White British	No tick
112	Jul	Extremely likely	Very pleasant / friendly service.	No.	Female	16-25	White British	No tick
113	Jul	Extremely likely	Discretion, helpful, friendly, clean, knowledgeable.		Male	over 65	White British	No tick
114	Jul	Extremely likely	ALL the staff are fabulous! Friendly, welcoming and put you completely at ease. A. was brilliant as I was so nervous and she made me feel relaxed and calm.		Female	26-35	White British	No tick
115	Jul	Extremely likely	I feel I have been very well looked after by a very thorough and highly competent team.		Female	26-35	White British	No tick
116	Jul	Extremely likely	The GU clinic is always consistently excellent. I am always impressed with their service.		Female	36-45	White British	No tick
117	Jul	Extremely likely	L.D. was the most professional and sensitive medical staff member that I have ever seen (and I have been in hospitals all over the world). You have a great centre here! Thank you!	Just keep up the great work!		56-65	White British	No tick
118	Jul	Extremely likely	Staff very helpful, knowledgeable and		Male	26-35	White British	No tick

			attentive.					
119	Jul	Extremely likely	Very friendly & helpful members of staff, especially L., super happy, really nice. Thanks for the help!	Keep on smiling, you're awesome!	Male	16-25	White British	No tick
120	Jul	Extremely likely	Really helpful, thorough + friendly.					No tick
121	Jul	Extremely likely	Arrived at 14.45, and was seen by 15.00, amazing service, incredible nurse (D. something?) took all my worries away. Thank you. xx	No.	Female	26-35	White British	No tick
122	Jul	Likely	Warm, friendly service.		Female	36-45	Asian / Asian British	No tick
123	Jul	Likely		I waited for more than half an hour after my appointment time.	Female	26-35	White British	No tick
124	Jul	Likely	If needed, would advise.	N/A.	Male	16-25	White British	No tick
125	Jul	Likely	Helpful, experienced and unjudgemental staff.	Longer opening hours.	Female	16-25	White British	No tick
126	Jul	Likely	Easy to get an appointment.		Female	16-25	White British	No tick
127	Jul	Likely			Male	36-45	Black / African / Caribbean / Black British	I DO NOT wish my anonymised comments to be made public
128	Jul	Likely			Male	36-45	White British	No tick

129	Jul	Likely	Good knowledge passed on to me on a subject I know little about.		Male	26-35	White British	No tick
130	Jul	Likely	Got an appointment with minimal notice. Nurse very nice & informative.		Male	26-35	White British	No tick
131	Jul	<i>Not entered</i>		Service is good!	Female	16-25	White British	No tick